

M Scorecard Performance Summary

	Department Name: LARA					Legend:	Green	90% or greater of target
	Executive/Director: S. Hilfinger						Yellow	>=75% to <90% of target
	Period: February 2012						Red	less than 75% of target
							White	not applicable
	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
	Office of Regulatory Reinvention							
1	Comprehensive Rule Review		⬆	100%	46.5%	40.0%	Monthly	Percent of Existing Rules Reviewed
2	Administrative Rule Count		➡	n/a	18,838	18,838	Monthly	Number of Existing Administrative Rules
3	ARC Generated Changes		➡	200	5	5	Monthly	Number of Changes Implemented Following ARC Recommendations
4	Rules Committees Formed		➡	8	7	7	Monthly	Number of Rules Committees Formed
5	Total Rule Rescissions		➡	3,000	415	415	Monthly	Number of Rules Rescinded
6	Net Reduction in Number of Administrative Rules		➡	TBD	-359	-359	Monthly	Number of Rules Reduced
	Adjudications							
7	Timely Administrative Hearings		⬆	90%	76.0%	74.5%	Monthly	Percent Closed Within Timeliness Deadlines
8	Unemployment Appeals		⬇	30	34	37	Monthly	Average Case Age of 1st Level Appeals
9	Public Benefit Cases		⬇	90%	80.5%	83.6%	Monthly	Percent Compliance Within Timeliness Standards
10	Tax Tribunal Small Claims		⬇	90%	46.0%	49.0%	Monthly	Percent Compliance Within 14 Month Standards
11	LCC Violation Appeals		⬇	80%	68.7%	85.5%	Monthly	Percent Finalized Within 90 Days
	Licensing and Permits							
12	Timely Permits and Licenses		⬆	90%	80.7%	71.2%	Quarterly	Percent Issued Within Timeliness Deadlines
13	BHS Facility Plan Review		➡	90%	92.0%	92.0%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14	BCS Corp Document Review		⬆	90%	99.6%	95.4%	Monthly	Review of Non-Expedited Documents Within 5 Days
15	BCC Permit Processing		⬆	85%	99.9%	98.4%	Monthly	Percent Processed Within 5 Business Days
16	BHP License Issuance		⬆	90%	95.0%	90.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
17	BHP Medical Marihuana License Processing		➡	95%	95.0%	95.0%	Monthly	Percent Processed Within 20 Business Days
18	LCC Application Processing		⬆	90%	97.8%	95.5%	Monthly	Percent Completed Less than 60 Days After Receipt of Completed Application

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Complaint Processing								
19	Timely Complaint Resolution		↑	90%	83.3%	69.9%	Quarterly	Percent Process Within Timeliness Deadlines
20	BHP Complaint Drafting		↑	75%	82.3%	32.3%	Monthly	Percent Drafted Within 22 Days of Assignment
21	BCS Complaint Processing Time		↑	90%	69.7%	56.2%	Quarterly	Percent of Complaints Processed Within 180 days
22	OFIR Complaint Handling		↓	90%	96.0%	99.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days
23	MIOSHA Complaint Processing		↑	95%	100.0%	98.0%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days
24	WH Complaint Processing		↓	75%	63.0%	65.0%	Monthly	Cumulative Percent of Investigative Complaints Completed Within 90 Days of Assignment
Key Economic Indicators								
25	Construction Industry Injury and Illness Rate		↑	2.7	2.0	1.4	Annual	Number of Injuries or Illnesses Per 100 Workers
26	Manufacturing Industry Injury and Illness Rate		↑	6.3	5.9	5.5	Annual	Number of Injuries or Illnesses Per 100 Workers
27	UIA Claims		↓	n/a	67,530	109,694	Monthly	Total New Claims Filed
28	New UIA Employer Accounts		↓	1,850	1,903	2,294	Monthly	Number of New Accounts Opened
29	WC Cost of Premium Ranking		↓	40	23	32	Biennial	1 (Highest) to 50 (Lowest)
30	Michigan Average Electrical Retail Price (Commercial)		↓	n/a	32.0	35.0	Monthly	National Ranking of retail price of Commercial Electricity (YTD)
31	Building Permits Issued		↓	n/a	45	102	Monthly	Number of Building Permits Issued
32	Home Heating for the Vulnerable Fund Assistance			27,500	N/A	N/A	Quarterly	Number of Vulnerable Households Served
33	Centers for Independent Living Information & Referral			4,250	4,077	N/A	Quarterly	Number of Individuals Served